

Service-Cloud-Consultant Test King, New Service-Cloud-Consultant Exam Questions



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The Salesforce Service-Cloud-Consultant Exam covers a range of topics including designing and implementing Service Cloud solutions, managing cases and knowledge, building and maintaining a Salesforce Community, and integrating with external systems. Service-Cloud-Consultant exam consists of 60 multiple-choice questions, and you will have 105 minutes to complete it. To pass the exam, you must score at least 67%. Salesforce Certified Service cloud consultant certification is valid for two years, after which you will need to retake the exam or complete a maintenance module to maintain your certification. With this certification, you can demonstrate your expertise in Service Cloud and advance your career as a Salesforce professional.

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Salesforce Service-Cloud-Consultant: Salesforce Certified Service cloud consultant exam is an important certification for Salesforce professionals who want to demonstrate their expertise in Service Cloud solutions. Service-Cloud-Consultant Exam is designed to validate the candidate's knowledge of Service Cloud functionality, ability to design and implement Service Cloud solutions, and manage ongoing Service Cloud operations. Salesforce Certified Service cloud consultant certification is highly valued in the job market and can help professionals advance their careers in customer service, sales, marketing, and IT departments.

Salesforce Certified Service cloud consultant Sample Questions (Q32-Q37):

NEW QUESTION # 32

Cloud Kicks is preparing to migrate to Service Cloud from another system. The current system has thousands of help articles such as FAQs, step-by-step guides, and troubleshooting guides. A group of specialists will create and manage these articles in Salesforce. What is the recommended license for the specialists?

- **A. Knowledge Only User**
- B. Salesforce Platform
- C. Salesforce
- D. WDC Only User

Answer: A

Explanation:

Knowledge Only User is the recommended license for the specialists who will create and manage knowledge articles in Salesforce. Knowledge Only User is a user license that allows users to access and use Salesforce Knowledge, but not other standard Salesforce objects or features. Knowledge Only User is a cost-effective license for users who only need to work with knowledge articles.

Verified References: :

https://help.salesforce.com/s/articleView?id=sf.users_license_types_available.htm&type=5 :

https://help.salesforce.com/s/articleView?id=sf.users_license_types_knowledge.htm&type=5

NEW QUESTION # 33

The Universal Containers sales team has been so successful in signing new customers that the support team is unable to provide same-day customer assistance.

What should a consultant recommend to address this problem?

- **A. Provide a self-help Customer Community.**
- B. Add more support phone lines.
- C. Limit Customers to 5 Cases per day.
- D. Ask sales reps to respond to support Cases.

Answer: A

NEW QUESTION # 34

Cloud Kicks is preparing to support customers through SMS text messaging and WhatsApp. Support agents will need to easily switch between multiple customer conversations. Which two features will help meet the requirements?

Choose 2 answers

- **A. Service Console**
- B. Chat
- C. Social Customer Service
- **D. Messaging**

Answer: A,D

NEW QUESTION # 35

Which two capabilities of Lightning Knowledge ensure accurate content in Articles? Choose 2 answers

- A. Data Category to assign an article record type to a Reviewer.
- **B. Validation Rules for article record types to verify all fields during creation.**
- C. Knowledge Action to Publish an Article once the Article is approved.
- **D. Approval Process that assigns an Article to a Reviewer Queue.**

Answer: B,D

NEW QUESTION # 36

A client's Support Call Center has seen an increase in call volume on a new product line. The agents are

having problems resolving issues and have been escalating to Tier 2 for support. Which action should be taken to reduce the call volumes and escalations?

- A. Create Knowledge Articles and publish internally and publicly.
- B. Configure IVR routing to bypass Tier 1 for the product line.
- C. Configure Omni-channel to assign cases directly to Tier 2.
- D. Create a dashboard to track and manage call volumes by type.

Answer: A

NEW QUESTION # 37

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